

NASA SHARED SERVICES CENTER

Generic Center Awards (5.1.4) Service Delivery Guide (3.2.1.5)

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Approved by

/s/ Kenneth L. Newton
(for) Joyce M. Short
Director, Service Delivery

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Date

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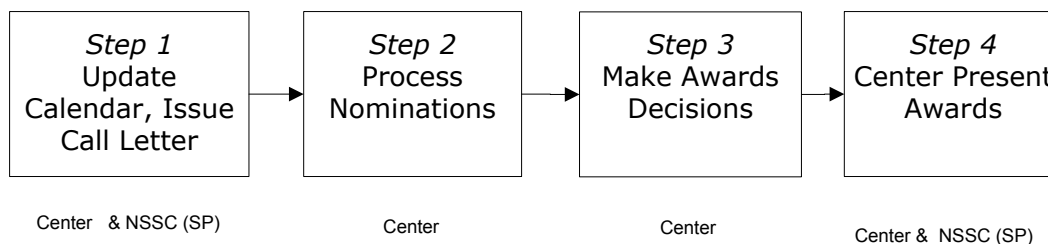
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Generic Center Awards

Introduction

The NASA Shared Services Center (NSSC) is responsible for providing administrative and clerical support to Generic Center Awards. For Honor and Secretarial awards where there are more than five (5) recipients and the Center plans to have a Center-wide ceremony, the NSSC (SP) issues the call letter, and supports both the nomination process and Center ceremonies. For Center awards where there are five (5) or fewer recipients and a Center-wide ceremony is not involved, NSSC (SP) supports the nomination process and provides award certificates to the centers for presentation. When appropriate, NSSC (SP) works with Center/Headquarters (HQ) Awards points of contact to plan award ceremonies and presentations, including producing and distributing award certificates, letters and other items, scheduling, obtaining supplies, and coordinating travel. They may involve on-site support for the ceremony, and after ceremony activities such as updating databases and delivering group certificates and photos.

Process – Overview of Generic Center Awards



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Center NSSC (SP)</p> <p>Update Calendar and Issue Call Letter</p>	<p>The Center notifies NSSC (SP) of Center specific award requirements. NSSC (SP) will update the Agency-wide Awards Calendar as appropriate.</p> <p><u>For Generic Center Awards,</u> Centers issue call letters and submit nominations through the NASA Automated Awards System (NAAS), after organizational approval. If the call letter is not required, the Center Directorate/Council submits the nominations in the NAAS and obtains organizational approval.</p> <p><u>For Generic Center Honor and Secretarial Awards,</u> NSSC (SP) develops and issues the call letter Center-wide. They also hold an initial meeting with each Center on the Center Awards Ceremony.</p> <p>For all awards, NSSC (SP) orders mementos, plaques, and certificates.</p> <p>Output: Updated Calendar and Approved Call Letter</p>	<p>Agency and Center call for nominations may be combined into one action, depending on Center requirement.</p> <p>See Agency Honor Awards Flow for ceremony specifics.</p> <p>The Center Honor Awards Ceremony is associated with the Agency Ceremony.</p> <p>NSSC (SP) should develop an action plan to cover all agency logistics such as speaker, color guard, caterer, volunteers, photographer and reception.</p> <p>The Center schedules the awards event on the Center Management Calendar</p>

Roles and Responsibilities	Action	Tips
		as needed. Order mementos, plaques and certificates as needed to ensure adequate supply.
<p>Step 2</p> <p>Center Center HR/Awards Office NSSC (SP)</p> <p>Process Nominations</p>	<p><u>For Generic Center Awards,</u> Centers review nominations, select award recipients, approve awards and update NAAS.</p> <p><u>For Generic Center Honor and Secretarial Awards,</u> the nominator completes the on-line nomination form. The Center Human Resources (HR)/Awards Office reviews the nominations in NAAS. NSSC (SP) will provide generic rating materials upon request. Center HR/Awards Office sets up the review committee and distributes materials.</p> <p>Output: Processed Nominations</p>	<p>Rating materials include panel instructions and scoring sheets.</p>
<p>Step 3</p> <p>Center HQ/Awards Office Nominator</p> <p>Make Award Decisions and Document</p>	<p>The Center review committee evaluates the nominations and selects award recipients. The Center HR/Awards Office reviews and approves selected nominations in NAAS or provides approved nominations to NSSC (SP) to update NAAS. The Center HR/Awards Office sends the list of honorees to organization directorates, as applicable.</p> <p>Output: Award Decisions and Approval; Updated NAAS</p>	<p>Approval process could require up to four (4) approval levels per award.</p>
<p>Step 4</p> <p>Center HQ/Awards Office</p>	<p>The Center HR/Awards Office prepares the Center Director talking points and finalizes the awards presentation script.</p>	<p>Send individual certificates for Group Achievement Awards if not delivered for</p>

Roles and Responsibilities	Action	Tips
NSSC (SP) Present Awards	<p>NSSC (SP) prepares the framed award certificates, plaques, and/or mementos, and arranges for the photographer as requested. Additionally, they send the certificates, plaques and/or mementos to the Center Awards point of contact and update NAAS as needed.</p> <p>The Center receives the framed certificates, plaques, and/or mementos and delivers them to the ceremony celebration. Additionally, Centers may also set up the ceremony/celebration and present the award.</p> <p>For the Center Honor and Secretarial awards, NSSC (SP) also plans for the ceremony, sends invitation/congratulations letters to honorees, and organizes the ceremony, as applicable. The NSSC (SP) will provide the Center with a listing of attendees. As needed, NSSC (SP) sends a Center-wide email publicizing the ceremony. NSSC (SP) conducts the Awards ceremony and performs post-ceremony activities such as assembling photos, mailing awards and updating NAAS.</p> <p>Output: Awards Prepared and Presented</p>	ceremony.

Metrics

<i>Initiating Office/Entity</i>	<i>Deliverable (Output)</i>	<i>Receiving Office/Entity</i>	<i>Metric</i>
NSSC (SP)	Call Letters	Center/HQ	Within two (2) days of the planned distribution date.
NSSC (SP)	Begin Ceremony planning/create Ceremony Action Plan.	Center/HQ	Within five (5) days after the nomination call is delivered to the Centers.
NSSC (SP)	Update Awards Database	NAAS	As changes are made to the nomination list throughout the review/approval process.
NSSC (SP)	Deliver all Awards, Medals, Plaques and Mementos	Center/HQ	Prior to the Awards Ceremony.

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

System Components

Existing Systems

None Identified

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

New Systems

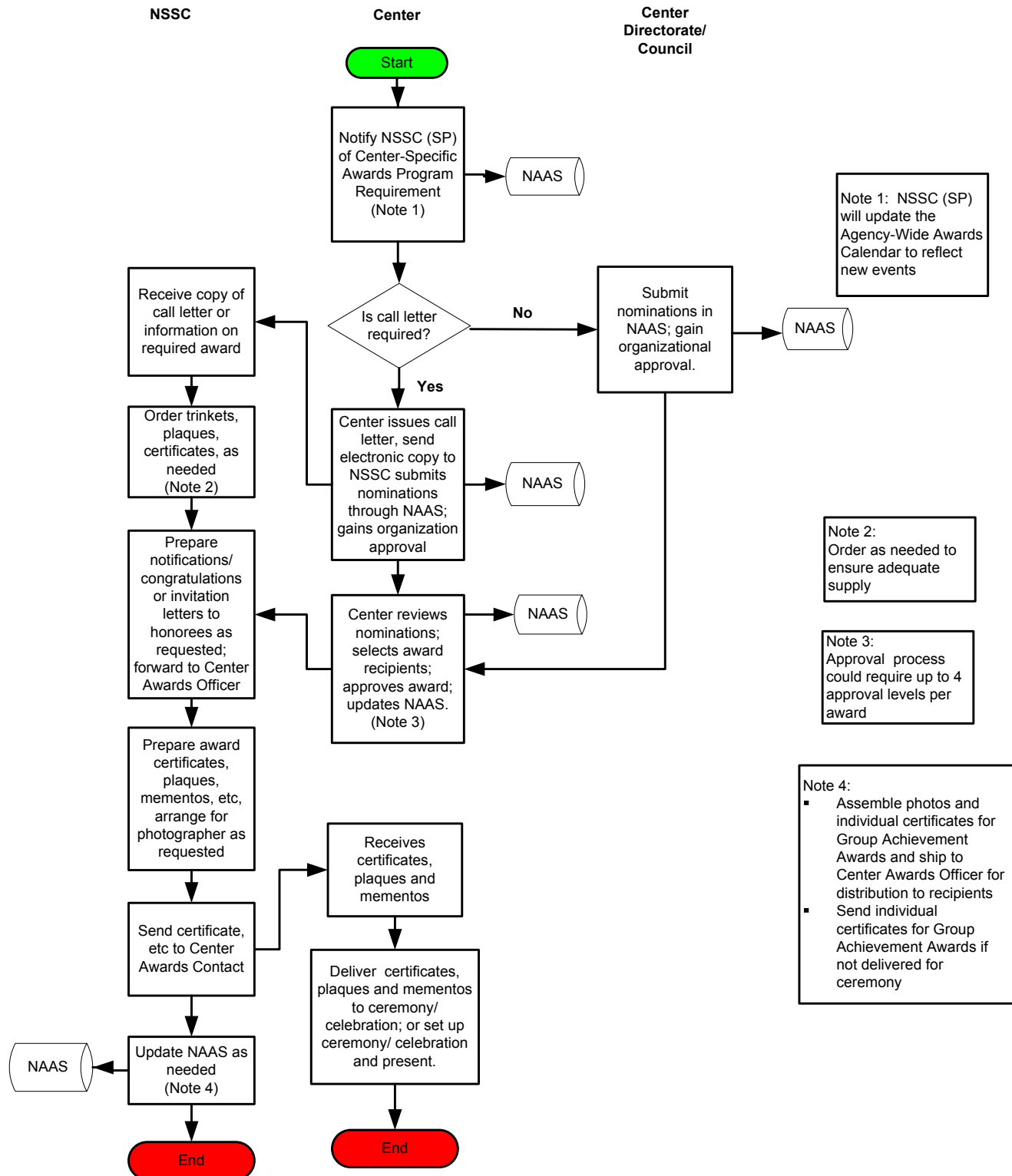
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account	FPPS

Contact Center Strategy

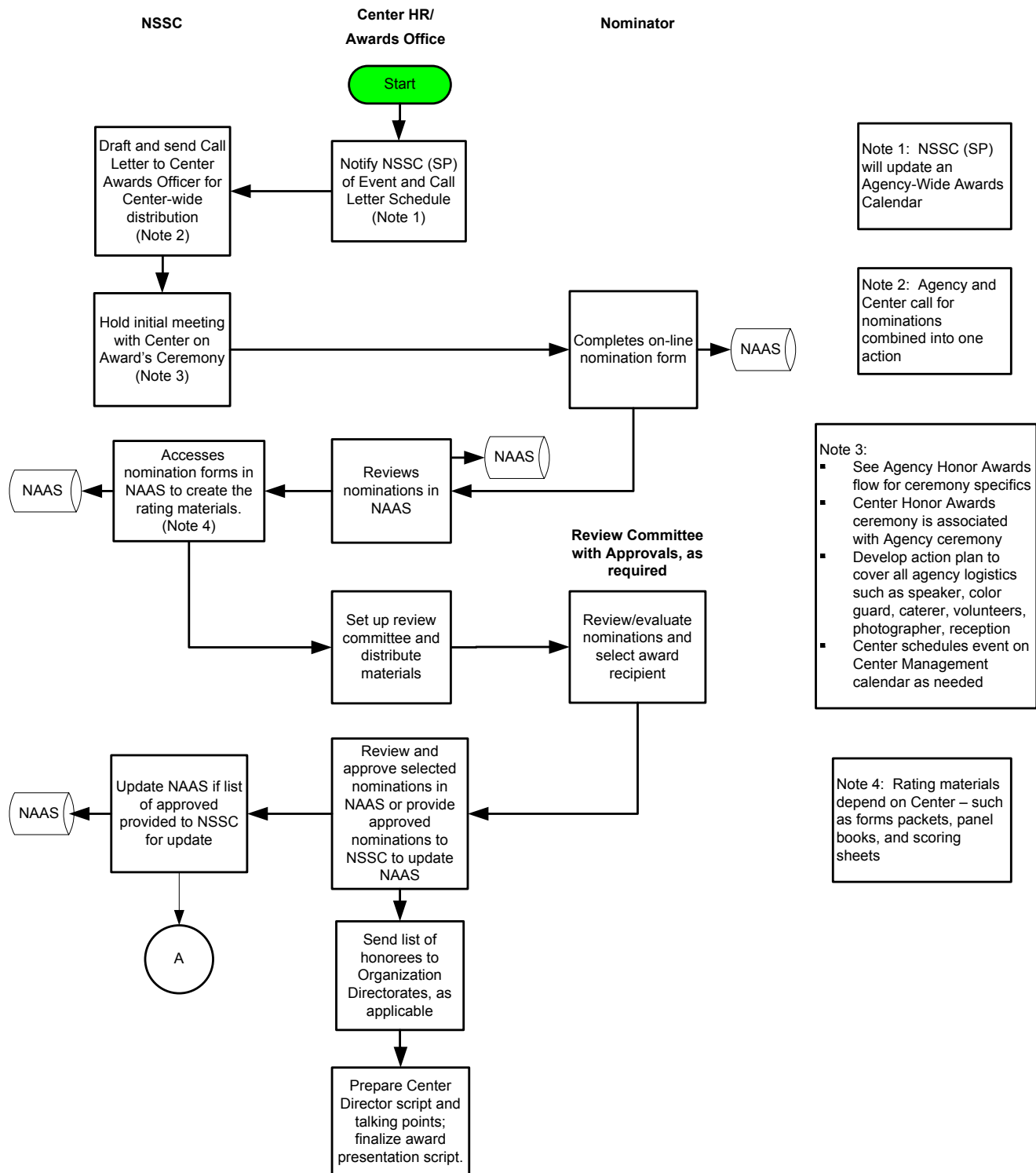
Each activity requires a clearly defined contact center strategy which answers the question, "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique Contact Center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the Contact Center strategy concerning this activity.

Appendix – Process Flow Diagram

Generic Center Awards (Five (5) or fewer recipients)



Generic Center Awards (Five (5) or more recipients)



Generic Center Awards (Five (5) or more recipients)

